ORANGES Evaluation Discussion Group Process

Volpe National
Transportation Systems Center

Final Draft

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Foreword

This document is one of a series of working papers that report on progress for the US DOT evaluation for Phase I of the ORANGES field operational test. Each working paper corresponds to a Phase I task. At the conclusion of Phase I, these documents will be updated and compiled to form a final report. Phase I documents include:

- Evaluation Strategy and Plan – issued November 6, 2001

- Test Plans – issued January 20, 2003

- **Discussion Group Process – this document**

- Discussion Group Findings

- Statistical Analysis of "Before" Data

- Risk Assessment

This document provides an overview of the intended organization and conduct for the customer and employee discussion groups.

It will be of interest primarily to the staff at the Orlando-area transportation agencies that are implementing the ORANGES system and, as part of their support for the overall evaluation process, helping to arrange these discussion groups.

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1   Purpose

This report describes and documents the process and methodology to be used to conduct a series of *before* and *after* discussion groups with smart card holders and participating agency employees as part of the ORANGES multiple purpose smart card Field Operational Test (FOT).

2   Background

The Orlando Regional Alliance for Next Generation Electronic payment Systems (ORANGES) is a partnership among LYNX (Central Florida Regional Transportation Authority), the Orlando-Orange County Expressway Authority (OOCEA), and the City of Orlando Parking Bureau to implement a coordinated, regional transportation payment system. The ORANGES Field Operational Test (FOT) project commenced in April 2001 having been selected through a competitive grant process administered by the Federal Transit Administration.

The evaluation of the ORANGES FOT is being undertaken as part of the United States Department of Transportation (US DOT) Intelligent Transportation Systems Program. The Volpe National Transportation Systems Center (Volpe Center) is conducting the evaluation. Sean Ricketson, Federal Transit Administration, is managing the evaluation under the direction of Dr. Joseph Peters, Manager of ITS Program Assessment, US DOT ITS Joint Program Office. The ORANGES evaluation will be completed in several phases – the Phase I scope corresponds to the pre-implementation period and is addressed in this document.

The FOT will implement a central stored value system – using a clearinghouse system to be operated by Touch Technology Inc. (TTI). Payment transactions with smart card readers operated by individual agencies will be transmitted to the ORANGES clearinghouse for reimbursement. The long-term ORANGES plan involves Central Florida residents and tourists using the prepaid accounts for many purposes.

The FOT is expected to involve a limited deployment:
- **Card base:** The agencies plan to maintain 800-1200 smart cards in active use at all times during the test.
- **Transit deployment:** LYNX will equip Links 13 and 15, which both connect post-secondary educational institutions with the downtown area.
- **Toll deployment:** OOCEA will equip select lanes of the Holland East toll plaza to accept the Efkon transponder with a smart card as well as install smart card accepting validators in select manual lanes.
- **Parking deployment:** City parking will equip the Central Boulevard, Library and Market Street garages.
- **Revaluing facilities:** Each agency will offer facilities for smart card issuance and revaluing. This includes points of sale at agency-operated customer service facilities as well as at selected attended toll lanes. Passes will continue to be sold only through LYNX facilities and transponders will continue to be only available through OOCEA

facilities. LYNX intends to have POS terminals in bookstores at Valencia Community College and the University of Central Florida.

3 Discussion Group Overview and Organization

The Evaluation Test Plans document identifies the data collection requirements for the set of goals and measures identified in collaboration with the Implementation Team. As part of this data collection effort, qualitative data is to be collected via three discussion groups. Discussion groups will be comprised of 10-15 individuals. The discussion groups will represent: (1) customers and cardholders; (2) operations and maintenance staff; and (3) management and planning staff. The purpose of the discussion groups is to elicit information, opinions and preferences regarding the use of the ORANGES smart card.

The Implementation Team will arrange the logistics for conducting these discussion groups (e.g., facility, refreshments, incentive payment). The Evaluation Team will also play a direct role in helping the implementation team with these arrangements, to help ensure its goals are met. The discussion groups will be conducted at facilities provided by the agencies. This will likely be a meeting room at OOCEA, but could be elsewhere if the agencies choose. The prerequisites for the facilities are that they: (1) allow for providing understandable directions to attendees; (2) allow for evening access given the location and building security; (3) have adequate visitor parking nearby; (4) have enough space; and (5) have washroom facilities. If suitable meeting rooms at agency-operated locations are not available, the Evaluation Team can assist in referring the Implementation Team to the operators of suitable rented space (e.g., hotel meeting rooms).

Each group will have a facilitator to guide the discussion. The facilitators will be representatives from the Evaluation Team. The discussion group facilitator will elicit responses from group participants using open-ended style questions and polling.

Discussion groups will focus on and collect information about the following general topics:
- **Cardholders**
    - General benefits
    - Ease of use
    - Convenience of revaluing
- **Operations and maintenance staff**
    - General benefits
    - Reduced payment disputes
    - Reduced transfer abuse
    - Ease of customer use
    - Ease of operator use
    - Maintenance
    - Training
- **Planning and management staff**
    - General benefits
    - More comprehensive data collection

4   Selecting Discussion Group Members

Discussion group participant selection will involve a collaborative effort by the Implementation Team and the US DOT Evaluation Team.

Customers/Cardholders: Recruited customers (cardholders) should represent the three smart card uses (transit, tolls and parking):

- **For toll customers**, the primary selection criteria will be a regular travel pattern that involves the toll plaza included in the test (i.e., Holland).
- **For parking customers**, the primary criteria will be regular use of one of three downtown parking garages included in the test (i.e., CBG, Library or Market).
- **For transit customers**, the primary criteria will be regular riders on Links (routes) included in the test (i.e., Link 13 or 15). There will also be an attempt to include those that use facilities from two or more of the agencies.

Pre-screening criteria for cardholders: The Implementation Team will gather pre-screening information during customer enrollment, such as name, address, travel patterns and willingness to participate in the FOT. Cardholders will answer the following questions during the enrollment process (listed in order of decreasing priority) to assist with screening. The intent is to recruit participants that are balanced on these characteristics:

1. On average, how many times per month do you use each of the following:
   a. LYNX Link 13 bus: (circle one)   [0   1-2   3-5   6-10   10-15   16-20   20+]
   b. LYNX Link 15 bus: (circle one)   [0   1-2   3-5   6-10   10-15   16-20   20+]
   c. Holland East toll plaza: (circle one)   [0   1-2   3-5   6-10   10-15   16-20   20+]
   d. Central parking garage: (circle one)   [0   1-2   3-5   6-10   10-15   16-20   20+]
   e. Market parking garage: (circle one)   [0   1-2   3-5   6-10   10-15   16-20   20+]
   f. Library parking garage: (circle one)   [0   1-2   3-5   6-10   10-15   16-20   20+]

2. What is your age? (circle one)   [18-24   25-34   35-44   45-54   55-64   over 64]

3. Are you? (circle one)   [male   female]

4. What is your home zip code: _____

The US DOT Evaluation Team will review cardholder characteristics, and cluster them into recruitment subgroups (e.g., recruit 5 from toll users, 5 from LYNX Link 13 and 15 riders, and 5 parking customers.). The Implementation Team will use these subgroups to recruit cardholder discussion group participants, using phone, mail or email to solicit potential cardholder discussion group participants.

Employee Selection Process: These participants will be selected by the agencies prior to FOT implementation. The Evaluation Team strongly recommends that the agencies avoid relying entirely on voluntary participation, and assure participating employees are separated from their supervisors. There is a benefit to having both those who wish to speak and those more reluctant to speak involved in this process. The agencies will be asked to submit to the Evaluation Team in advance their set of selected employee participants, to assist in preparing for the discussion groups.

5   Discussion Group Conduct

The FOT will include the conduct of facilitated and focused discussion groups *before* and *after* the operational test period. The *before* test sessions should be held shortly after the start of the initial pilot FOT. The *after* sessions should be held within a month after the completion of the FOT.

The discussion groups should be scheduled to last about two hours and conducted in a comfortable setting. This should be adequate time for dialog among the participants and the facilitator in response to a set of open-ended questions.

As mentioned, the Implementation Team will identify appropriate venues for the sessions, with assistance from the Evaluation Team. The discussion groups will be videotaped for reference, with advance consent from participants obtained as part of the recruitment process conducted by the Implementation Team. Group members will be put at ease and encouraged to speak openly.

The general approach to the discussion will be to combine open-ended questions with "polling" type questions where the participants are asked to choose or rank from several presented or group generated options. The general role of the facilitator is simply to ensure that the discussion keeps moving and that some participants are not heard from too disproportionately compared to others.

One of the challenges with the groups will be avoid having much time consumed with generalized complaints that are unrelated to the operational test. This will be done in a way that recognizes that allowing a limited amount of such "venting" can contribute to the participants general openness in responding to the questions.

5.1 Cardholder Group

Recruited cardholders will be taken through a structured group discussion that draws out their perceptions about key aspects of the program. The cardholder discussion group will focus on matters involving the following:

- Convenience of use
- Trust and comfort level of use
- Reporting, informational needs (statements, etc.)
- Discounts and incentives
- Attitudinal perceptions regarding investment of effort by agency as compared with focusing on core functions (does a multipurpose smart card have benefits to users and is this a worthwhile effort of the agencies?)

The Implementation Team has agreed to provide a stipend of $50 to customer group/cardholder participants.

5.2 Employee Groups

Employee groups will include representatives from transit, tolls and parking agencies. The employee information collected will include:

- Gender and age (within set age ranges)
- Employer
- Employee work function (planning, management, operations or maintenance category, and their specific role in the organization)

Employee discussion groups will focus on matters involving the following:

- Perceived convenience of use to customer
- Convenience of use to agency
- Perceived trust and comfort level of use by customer
- Trust and comfort level of use by the employee (are there concerns that employers will monitoring employees, for example)
- Trust and comfort level of use by the agency (are there management, concerns such as privacy, liability, monitoring employees, etc.)
- Reporting and informational needs (data collection, reports, statements, data storage, record-keeping, market research, marketing, etc.)
- Discounts and incentives (planning, management, marketing, record-keeping)
- Reliability and quality control (operations, maintenance, planning, management issues)
- Attitudinal perceptions regarding investment of effort by agency as compared with focusing on core functions (does a multipurpose smart card have benefits to users and is this a worthwhile effort of the agencies?)

6 Discussion Group Scripts

The conduct of the discussion groups will follow a series of open-ended questions and group polling to elicit views, opinions, attitudes and suggestions about the FOT. Discussion group scripts are presented below for each of the groups. Theses scripts are intended to direct the facilitator in leading the discussion groups. The scripts are not intended to be followed verbatim but rather to be used as a map for the facilitator. The facilitator will use his/her discretion to follow relevant discussion trails as they are manifest.

6.1 Cardholder Group

Groups will be instructed to arrive 15 minutes prior to the start of the discussion group to sign in to assure the discussion group session starts on time. Group members will be invited to enter the venue and have a seat as they complete the sign-in process. Refreshments will be available and they will be invited to partake.

Once the group is present, the facilitator will introduce himself and state his role in this discussion group.   The facilitator's role will be to ask questions of the group, facilitate expression of opinions, record ideas on a flipchart and allow all to have a chance to speak.

The sessions will be video taped. The facilitator will acknowledge the presence of the videotape and set people at ease about it (i.e., that it is only going to be shown to the research group to help refresh our memory on exactly what was said).

Cardholder Questions

The opening questions will be about transportation in general in the region…(5 minutes)
- What do you think of transportation conditions in Central Florida these days?
- Do you think traffic is getting better or worse?
- Any ideas for how mobility within the region can be improved?

Move to questions that address the ORANGES project more directly… (15 minutes)
- How many of you have ever used the toll roads?
- How many of you have ever used transit?
- How many of you have ever used one of the downtown parking garages?
- We talked about some ways to move traffic and people around better. Tell me, how about the toll plazas? Do you think we would be better off if we can keep more cars moving through the toll plazas rather than needing to stop to pay? How so? How many agree with this list?
- Do you think it is important to help passengers get onto LYNX buses faster at stops? How so? How many agree with this list?
- What about parking in downtown? Do you think it is important to speed up entering and exiting the parking garages? How so? How many agree with this list?

Shift focus more directly onto the ORANGES project…(30 minutes)
- Would you be likely to use transit, the toll roads and parking garages more frequently if you did not have to worry about having a way to pay the fare or toll? Why or why not?
- How about if people had a way to pay for tolls, parking, transit services and potentially many other products and services with a single card? Would this seem more convenient to you? Why? Why not?
- Do you think you would be more or less likely to use a method of transportation other than your usual if the form of payment was not a factor? For example, if you typically drive the toll roads and park downtown, would you be any more likely to consider trying transit occasionally? How many would? Why? Why not?
- Do you think it makes good sense to connect the different components of our regional transportation system in ways such as through a common form of payment? How so? Why? Why not?
- Does this make sense today? Why? Why not?
- Does it make sense for the future? Why? Why not?

Focus on the ORANGES project…(45 minutes)
Facilitator…Central Florida was selected as a site for a national pilot test of using a multipurpose smart card as a common form of payment on transit, for tolls and for parking. In addition to helping make our transportation systems more integrated and better able to handle travel demand, the smart card can potentially reduce the cost of processing revenue.

- Can you tell me what a smart card is? [answer… It is a prepaid account like a phone card, in this case for transportation, with a smart card chip. The smart card chip provides a way to make payments – for tolls , parking and transit – from the account. Because of the smart card chip, the card is more secure than a magnetic stripe card. This card can also be used to carry a monthly transit pass or a parking permit.]
- In general, what do you think about the idea of smart cards? (List them)
- How about convenience? How would this smart card make your life more convenient? (List them)
- How about the convenience of revaluing the card? What options would be most convenient for you? Using cash, credit, debit? Would you like to be able to do this over the internet? Over the phone? At retail locations?
- Would you be interested in being able to get the value in your account restored on a new card if it is lost or stolen?
- Smart cards are valuable and represent an investment on the part of the agencies to provide a more secure payment form for their customers. These cards are designed to be durable and last customers are encouraged to keep reusing them for several years. What do you think of having to pay a nominal fee or deposit (say $5) when the card is issued or replaced? How many of you would find this acceptable? Why? Why not?
- What about incentives? If the card could provide you with incentives such as price breaks depending on how much you use it, would that be viewed positively or negatively? Why? How so?
- What types of incentives would interest you? (List them)
- A smart card can be used to provide incentives such as: (1) getting a % bonus when you add value to the card account; (2) getting a reduced price if you use the card more frequently or (3) a reduced price for paying with the card compared to paying in other ways. What other incentives would you find of value? Let's list and rank these.
- Any worries about smart cards? What are some of your concerns?
- Is trust an issue for you? Why? Why not? How so?
- What are you afraid might happen to you if you are using a smart card?
- How about being able to know your account balance and where and when you were charged? Would you want to get reports showing your usage?
- If so, what kind of information would you want to see?
- How often would you want to get this information? Monthly? Weekly? Daily? Whenever you asked for it?
- Would you like to be able to look it up on the web or by phone anytime?
- There are potential conveniences and worries you have mentioned about using smart cards. How comfortable are you with using a smart card for this pilot test? Tell me on a 1-10 scale, 1 very uncomfortable…10 very comfortable.
- Explain why you are/are not comfortable. What are your concerns? What are you hopeful of? (List reasons)

Shift to project importance and relevance…(20 minutes)
- As I mentioned, Central Florida is the site of a national test for using a smart card for multiple transportation services.
- Do you agree with the need to explore this type of smart card use? Why? Why not?
- Do you think it is appropriate for our transportation agencies to be making an investment of effort into smart card uses? Why? Why not? How so?
- How do you see smart cards being used locally in the next 5, 10, 15 years?
- Do you think this pilot test takes away our transportation agencies' ability to focus on current problems? Why? Why not? How so?
- Do you think our transportation agencies should not be involved in this test? Why? Why not?
- Are there reasons for our transportation agencies to participate in this smart card pilot test? What are they?

Cardholder Group conclusion…(5 minutes)
- This concludes my set of questions for you. Do you have any questions or comments about what we have been discussing? What are they?
- If there are no more questions or comments, I want to thank you for your patience and participation. Your comments and views are valuable to the research team and will help in making decisions and informing policy about future steps in examining the application of smart cards in transportation.
- You have earned a stipend for your participation. (hand out envelopes with $50) You are free to leave and thank you again.

6.2   Employee Groups

Discussion group participants are instructed to arrive a few minutes prior to discussion group and will sign in noting name, organization, and position.

Discussion group participants will be invited to enter the venue and have a seat as they complete the sign-in process.   Refreshments will be available and they will be invited to partake.

Once the discussion group participants are present, the facilitator will introduce himself and state his role in this discussion group.   The facilitator's role will be to ask questions of the group, facilitate expression of opinions and allow all to have a chance to speak.

The sessions will be video taped. The facilitator will acknowledge the presence of the videotape and set people at ease about it (i.e., that is only going to be shown to the research group to help refresh our memory on exactly what was said).

Planning and Management Staff Group Questions
The opening questions will be general: (10 minutes)
- How many of you have ever used the toll roads?

- How many of you have ever used transit?
- How many of you have ever used one of the downtown parking garages?
- What are current transportation issues that are important to you?
- How well do you think our current transportation investments match transportation needs? What are your comments and concerns?
- If we need to find ways to improve mobility, what ideas do you have?
- Is it important to eliminate choke points in our transportation system to improve mobility? How might we do so?

Shift focus more directly onto the ORANGES project: (15 minutes)
- Do you think it makes good sense to connect the different components of our regional transportation system in ways such as through a common form of payment? How so? Why? Why not?
- Does this make sense today? Why? Why not?
- Does it make sense for the future? Why? Why not?

Focus on the ORANGES project…(45 minutes)
Facilitator…Central Florida was selected as a site for a national pilot test of using a multipurpose smart card as a common form of payment on transit, for tolls and for parking.
- Is there value in providing customer convenience? How so? What kinds of convenience does the smart card provide to our customers? For the expressway? For parking? For transit? (List)
- What, if any, value do you see the agencies might gain from using smart cards? Explain. For the expressway? For parking? For Transit? (List)
- What efforts do you see that we may need to focus interagency coordination on? Expressway? Parking? Transit? (List)
- What are areas of concern for you about the smart card project? What do you see as concerns for the agency? Expressway? Parking? Transit? (List)
- What do you see as concerns for employees? Expressway? Parking? Transit? (List)
- How do you see the smart card project potentially affecting your agency? Expressway? Parking? Transit? (List)
- How do you see the smart card project potentially affecting you? Expressway? Parking? Transit? (List)
- What do you see as potential trust issues for customers? Expressway? Parking? Transit? (List)
- What do you see as potential trust issues for you as employees? Expressway? Parking? Transit? (List)
- What do you see as potential trust issues for your agency? Expressway? Parking? Transit? (List)
- We listed trust issues for customers, what do you see as the comfort level of customers with using smart cards? [1-10 scale] Expressway? Parking? Transit? (List)
- What about reliability and dependability of the smart card equipment? What concerns do you have? Expressway? Parking? Transit? (List)

- What ideas do you have to minimize some of the concerns you mentioned? Expressway? Parking? Transit? (List)
- What about reporting, informational, record keeping and data needs? What opportunities and concerns do you see? Expressway? Parking? Transit? (List)
- What suggestions do you have for addressing reporting, informational and data needs? Expressway? Parking? Transit? [Cue on data collection, data storage, record keeping, reports, statements, market research, marketing] (List)
- What about providing discounts and incentives to customers? What problems and opportunities do you see? Expressway? Parking? Transit? (List)
- What suggestions do you have for addressing discounts and incentives for customers? Expressway? Parking? Transit? [Cue on parity/fairness, accuracy, and thresholds] (List)
- What problems and opportunities do you see for planning, management and market research? Expressway? Parking? Transit? (List)
- What suggestions do you have for addressing planning, management and market research? Expressway? Parking? Transit? (List)
- What problems and opportunities do you see for reliability, maintenance, operational and quality control issues? Expressway? Parking? Transit? (List)
- What suggestions do you have for addressing reliability, maintenance, operational and quality control issues? Expressway? Parking? Transit? (List)

Shift to project importance and policy relevance…(45 minutes)
- As you know, Central Florida is the site of a national test for using a smart card for multiple transportation purposes.
- Do you agree with the need to explore this type of smart card use? Why? Why not? Expressway? Parking? Transit? (List)
- Do you think it is appropriate for our transportation agencies to be making an investment of effort into smart card uses? Why? Why not? How so? Expressway? Parking? Transit? (List)
- Do you think this pilot test takes away from our transportation agencies ability to focus on current problems? Why? Why not? How so? Expressway? Parking? Transit? (List)
- Do you think our transportation agencies should not be involved in this test? Why? Why not? Expressway? Parking? Transit? (List)
- Are there reasons for our transportation agencies to participate in this smart card pilot test? What are they? Expressway? Parking? Transit? (List)
- Are there any other opportunities, issues or concerns you have that we have not covered? What are they? Expressway? Parking? Transit? (List)

Conclusion….(5 minutes)
- This concludes my set of questions for you. If there are no more questions or comments, I want to thank you for your patience and participation. Your comments and views are valuable to this project and the national evaluation of it. Your views

will help in making decisions and informing policy about future steps in examining the application of smart cards in transportation.
- You are free to leave and thank you again.

Operations and Maintenance Staff Group Questions

The opening questions will be general: (10 minutes)
- How many of you have ever used the toll roads?
- How many of you have ever used transit?
- How many of you have ever used one of the downtown parking garages?
- What are transportation issues that are currently important to you?
- How well do you think our current transportation investments match transportation needs? What are your comments and concerns?
- If we need to find ways to improve mobility, what ideas do you have?
- Is it important to eliminate choke points in our transportation system to improve mobility? How might we do so?
- As an employee of one of the transportation agencies in the region, what are the biggest problems you deal with on a day-to-day basis? (List)

Shift focus more directly onto the ORANGES project: (15 minutes)
- Do you think it makes good sense to connect the different components of our regional transportation system in ways such as through a common form of payment? How so? Why? Why not?
- Does this make sense today? Why? Why not?
- Does it make sense for the future? Why? Why not?

Focus on the ORANGES project…(45 minutes)
Facilitator…Central Florida was selected as a site for a national pilot test of using a multipurpose smart card as a common form of payment on transit, for tolls and for parking.
- Is there value in providing customer convenience? How so? What kinds of convenience does the smart card provide to our customers? For the expressway? For parking? For transit? (List)
- What, if any, value do you see the agencies might gain from using smart cards? Explain. For the expressway? For parking? For Transit? (List)
- What efforts do you see that we may need to focus interagency coordination on? Expressway? Parking? Transit? (List)
- What do you see as positives and negatives for your agency? Expressway? Parking? Transit? (List)
- What do you see as positives and negatives for employees? Expressway? Parking? Transit? (List)
- What are positives and negatives for you personally as an employee about the smart card project? Expressway? Parking? Transit? (List)
- How do you see the smart card project potentially affecting your agency? Expressway? Parking? Transit? (List)

- How do you see the smart card project potentially affecting you? Expressway? Parking? Transit? (List)
- What do you see as potential trust issues for customers? Expressway? Parking? Transit? (List)
- What do you see as potential trust issues for you as an employee? Expressway? Parking? Transit? (List)
- What do you see as potential trust issues for your agency? Expressway? Parking? Transit? (List)
- We listed trust issues for customers, what do you see as the comfort level of customers with using smart cards? [1-10 scale] Expressway? Parking? Transit? (List)
- What about reliability and dependability of the smart card equipment? What opportunities and concerns do you see? Expressway? Parking? Transit? (List)
- What ideas do you have to minimize some of the concerns you mentioned? Expressway? Parking? Transit? (List)
- What about reporting, informational, record keeping and data needs? What opportunities and concerns do you see?   Expressway? Parking? Transit? (List)
- What suggestions do you have for addressing reporting, informational and data needs? Expressway? Parking? Transit? [Cue on data collection, data storage, record keeping, reports, statements] (List)
- What about providing discounts and incentives to customers? What problems and opportunities do you see? Expressway? Parking? Transit? (List)
- What suggestions do you have for addressing discounts and incentives for customers? Expressway? Parking? Transit? [Cue on parity/fairness, accuracy, thresholds, data capture issues] (List)
- What problems and opportunities do you see for reliability, maintenance, operational and quality control issues? Expressway? Parking? Transit? (List)
- What suggestions do you have for addressing reliability, maintenance, operational and quality control issues? Expressway? Parking? Transit? (List)

Shift to project importance and policy relevance…(45 minutes)
- As you know, Central Florida is the site of a national test for using a smart card for multiple transportation purposes.
- Do you agree with the need to explore this type of smart card use? Why? Why not? Expressway? Parking? Transit? (List)
- Do you think it is appropriate for our transportation agencies to be making an investment of effort into smart card uses? Why? Why not? How so? Expressway? Parking? Transit? (List)
- Do you think this pilot test takes away from our transportation agencies ability to focus on current problems? Why? Why not? How so? Expressway? Parking? Transit? (List)
- Do you think our transportation agencies should not be involved in this test? Why? Why not? Expressway? Parking? Transit? (List)

- Are there reasons for our transportation agencies to participate in this smart card pilot test? What are they? Expressway? Parking? Transit? (List)
- Are there any other opportunities, issues or concerns you have that we have not covered? What are they? Expressway? Parking? Transit? (List)

Conclusion….(5 minutes)
- This concludes my set of questions for you. If there are no more questions or comments, I want to thank you for your patience and participation. Your comments and views are valuable to this project and the national evaluation of it. Your views will help in making decisions and informing policy about future steps in examining the application of smart cards in transportation.
- You are free to leave and thank you again.

7 Findings

The results of the discussion groups will be assembled and summarized into a findings summary document and included in the FOT evaluation.